A low-angle, upward-looking photograph of several modern skyscrapers with glass facades, reaching towards a clear blue sky. The perspective creates a sense of height and scale.

servicenow.

Reduce Cyber Risk

Optimize your security response, posture, and resources

Karl Klaessig

Director, Product Marketing
ServiceNow

When it comes to cyber risks, the market and world are rapidly changing



Manage cybersecurity and
technology risk for cyber
resilience

45%

of security and IT execs expect a
further rise in ransomware attacks.

- PwC 2023 Global Digital Trust Insights

54%

of the board say their organization has
taken on more cyber risks as it pursues
more digitization.

- PwC 2023 Global Digital Trust Insights

76%

Of business leaders and 70% of cyber
leaders agree that further enforcement
of regulatory requirements would lead
to an increase in their organizations'
cyber resilience.

- WEF Global Cybersecurity Outlook 2023

Cyber risks and threats thrive in change

45%

of security and IT execs expect a further rise in ransomware attacks.

- PwC 2023 Global Digital Trust Insights

82%

of breaches involve data stored in the cloud.

- IBM/Ponemon 2023

54%

of the board say their organization has taken on more cyber risks as it pursues more digitization.

- PwC 2023 Global Digital Trust Insights

→ And can be expensive, without even considering reputation damage and lost customers

\$5M+

Breach costs for critical infrastructure industries (the average total cost is \$4.45M)

- IBM/Ponemon 2023

9%

of annual revenue was the cost of exploitable network misconfigurations to organizations.

- Titania 2022

\$300K

What 91% of organizations said a single hour of downtime cost.

- TechChannel: The cost of enterprise downtime

Incident Disclosures: Mandated Earlier & Earlier

- Disclosure of material security incidents have long been mandated by various regulations and contracts
- For example:
 - HIPAA: 60 days (Notify victims, Secretary) [[Notice](#)]
 - GDPR: 72 hours (Notify EU Authorities) [[Art 33](#)] [[Art 34](#)]
 - CIRCIA: 3 business days (US Critical Infrastructure)
 - PCI DSS: 3 calendar days (Merchants notify authorities)
 - AUS DOD: 24 hours (ASAP after discovery)
 - India Cert-IN: 6 hours (Notify Agency)
- In many cases, failure to disclosure a material incident can result in fines and other business losses
- **New SEC Rules require registered public companies (both US and foreign public issuers) to disclose material incidents within 4 business days**

Under Canadian securities laws, where a material change occurs in the affairs of a reporting issuer, the company is generally required to issue a news release forthwith disclosing the nature and substance of the change.

The screenshot shows the SEC website's press release page. The header includes the SEC logo and the text 'U.S. SECURITIES AND EXCHANGE COMMISSION'. A search bar is visible in the top right. The navigation menu includes 'ABOUT', 'DIVISIONS & OFFICES', 'ENFORCEMENT', 'REGULATION', 'EDUCATION', 'FILINGS', and 'NEWS'. The main content area features a 'Press Release' section with the title 'SEC Adopts Rules on Cybersecurity Risk Management, Strategy, Governance, and Incident Disclosure by Public Companies'. Below the title, it states 'FOR IMMEDIATE RELEASE 2023-129' and provides a summary of the new rules. A quote from SEC Chair Gary Gensler is included, along with a detailed explanation of the new Item 1.05 of Form 8-K and Regulation S-K Item 106. The page also includes a 'Related Materials' section with links to 'Final Rule' and 'Fact Sheet'.

What makes reducing cyber risk so difficult?

Disconnected teams with siloed data and tools

Vulnerability Management

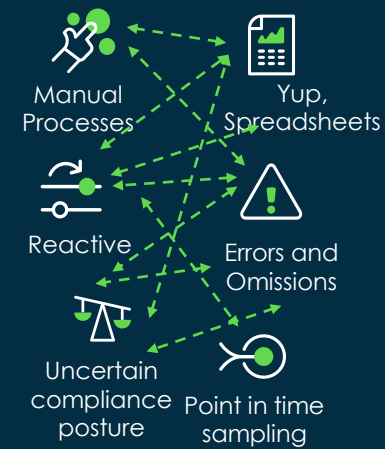
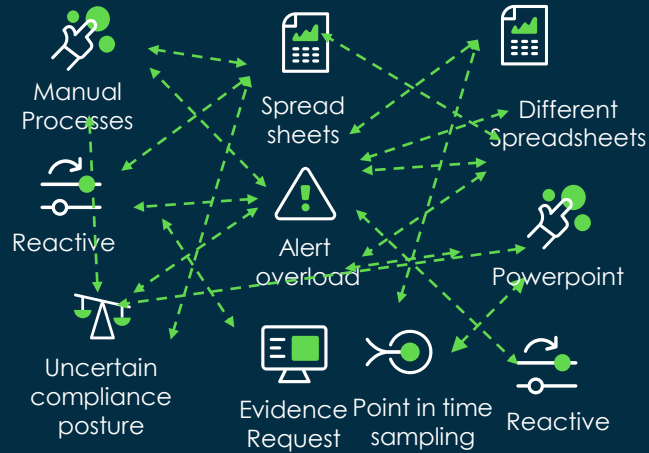
SOC AppSec

Incident Management

Asset, Technology, Cloud, and Security Controls Teams

IT Governance, Risk and Compliance teams

Internal Audit



IT and Services Infrastructure

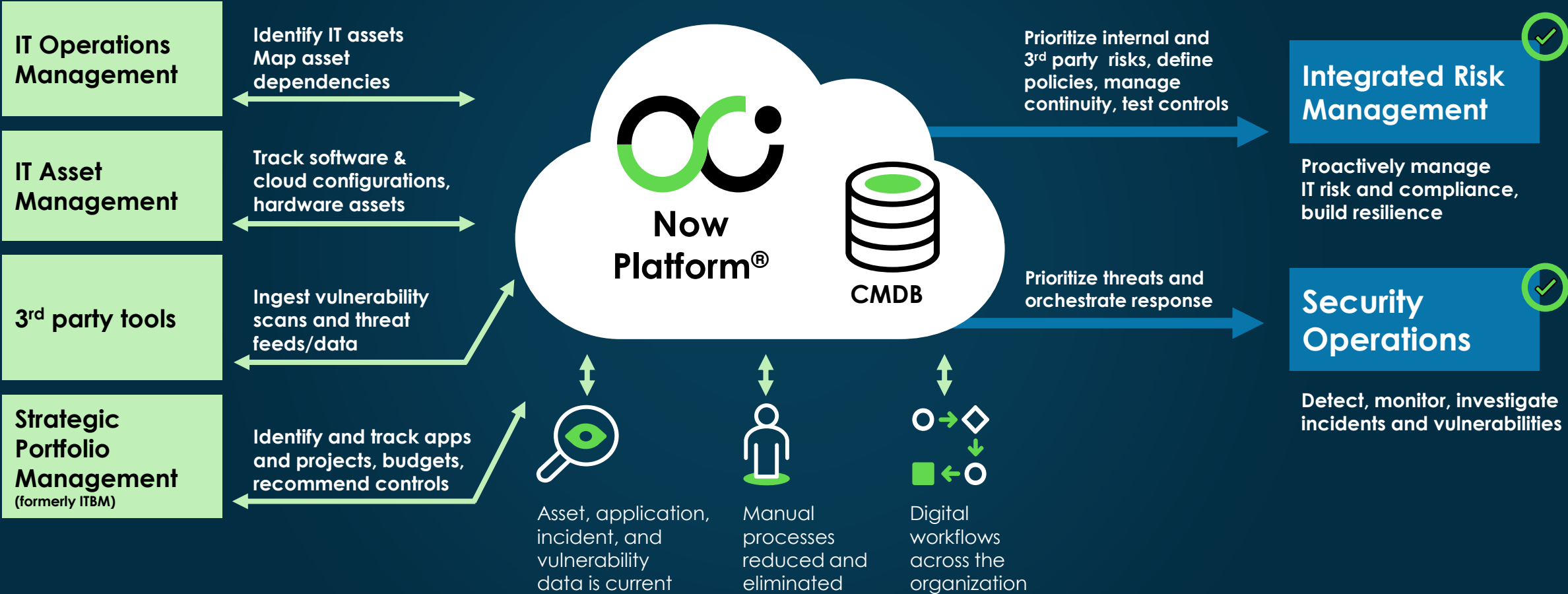
Your business needs a better plan

Respond more effectively
to risk and threats

Safely accelerate
innovation

Make better
risk-informed decisions

Seamlessly connect IT, security, and risk on one platform

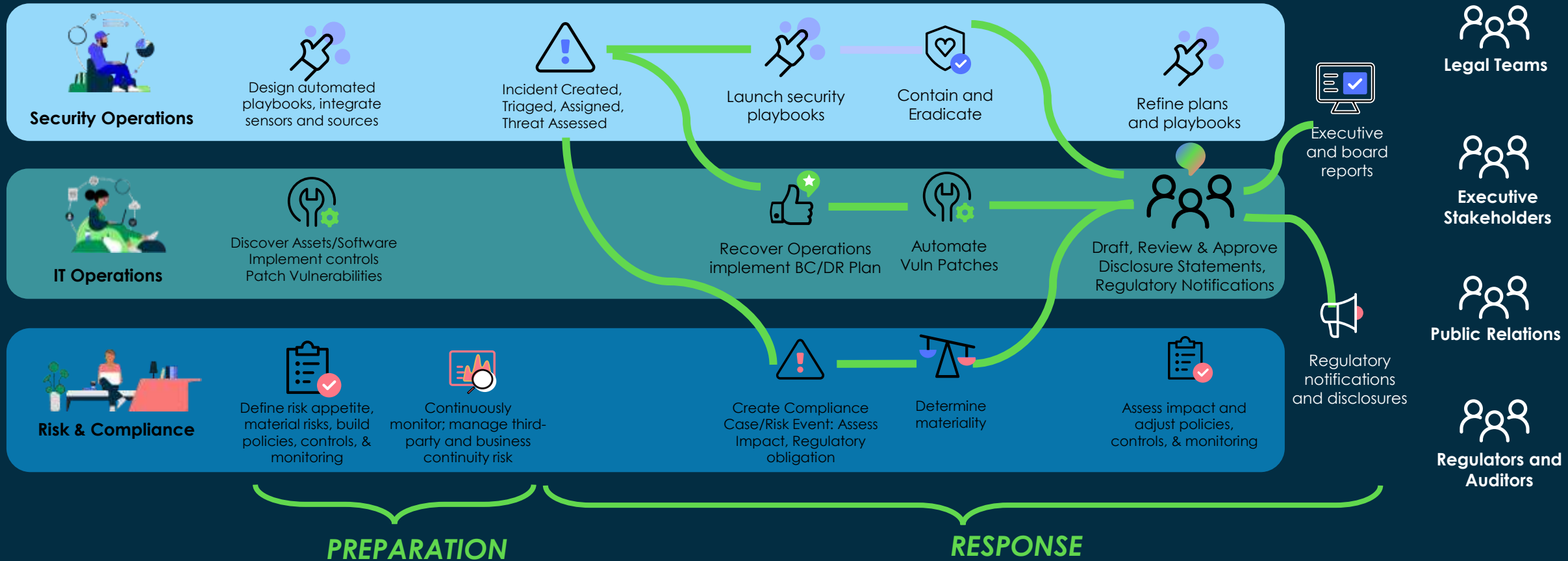


Reduce cyber risks and expedite incident response

Prepare, then investigate and contain incidents and impact

Harden before, restore operations

Manage cyber and tech risks that affect stock value, brand, performance, profits



Customer Outcomes

Respond effectively
to threats

88%

reduction in time to
resolve security
incidents

Make better risk-
informed decisions

50%

improvement in time to
perform control testing
with continuous monitoring

Safely accelerate
innovation

79%

improvement
in median time
to restore services

Global Financial Services Corporation

Scale teams and establish consistent and repeatable process and workflows for security and leadership teams.



Challenge

Need to establish processes and workflow to both train teams as well as mature skills. Overall goal of scaling teams and expand capacity.

Solution

ServiceNow Security Incident Response delivers automation of processes and centralized performance dashboarding to guide evolution of security programs

Results

50%

Reduction in time to train new analysts by leveraging Flow Designer Playbooks

70%

Reduction in average time to close security incidents over 6 months

Why ServiceNow?

- Comprehensive playbook automation
- Communication workflows and templates streamline collaboration
- Threat intelligence integrations critical for success – such as MITRE ATT&CK
- Security analytics for live insights into performance of vendors and analysts

Security Incident Response

Bank takes a proactive stance on risk management

Robust

risk management process

Continuous

customer service and legal compliance

Significant

reduction of capital bindings

Business Challenge

- Reduce risk vulnerabilities to ensure continuous customer service and legal compliance
- Prove policies were being adhered to with effective task management

Solution

- Implemented many tools and processes to automate risk management and prioritize mitigation
- Tracked vulnerabilities around software assets to ensure information in Configuration Management Database (CMDB) is correct

“

Our ability to report on a good risk management process has already resulted in a noticeable reduction of capital bindings for the current fiscal year.

Enterprise Architect for the ServiceNow platform



Industry:
Financial Services

Company size:
8,900 employees

Products:

- Integrated Risk Management
- Security Incident Response
- Vulnerability Response
- Software Asset Management
- Configuration Management Database
- DevOps

Monitor and respond to threats, vulnerabilities and risk

Know when threats change, and new risks or threats occur



CMDB

Vulnerabilities &
Security Incidents

Third Parties

Compliance
Audits

Customer
Interactions

Corporate
Compliance



Identify risk and security changes in real time



Continuously monitor unpatched critical vulnerabilities



Quickly leverage ~191 continuous control monitoring templates for CIS TOP 20 and ISO 27001/2 controls

The data created by daily activities already exists! **Use it.**

Building blocks for Cyber Resilience

Enterprise Security and Risk Management



**Gain visibility
& insight**
in real time



**Prioritize
based on risk**
and business context



**Collaborative
workflows**
with automation & AI



**Track
performance**
across the org

The NOW Platform connects Security and Risk with IT to build resilience

servicenow®

Thank you



Leading Security Solutions Integrator and Managed Security Service Provider

Handling the every-day security incident response needs of hundreds of clients

Challenge

Hundreds of customers with millions of alerts caused previous systems to fail at scale. In addition, response workflows were far too manual

Products

ServiceNow® Security Incident Response

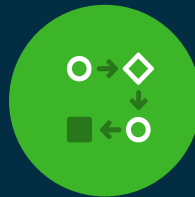
Results

250+

Live Security Customers

1000+

Security Alerts Per Second Tested



Massive Workflow Automation with Flow Designer



“

Dev time for dashboards and UI improvements dropped significantly, and debugging is EASY compared to other platforms

Anonymous

Senior DevOps Engineer



Enabling Service Providers to meet demand for client compliance requirements

Challenge

Address issues with Archer implementation, increase efficiency, respond faster to risks, scale, and integrate disconnected GRC processes

Products

ServiceNow® Governance, Risk, and Compliance
ServiceNow® Security Operations
ServiceNow® IT Service Management

Results

63

Policies implemented

93

Authority documents mapped



Up-to-date visibility of compliance status for executives



“

We had an on-premises system, but we were concerned about its scalability.

Ann Auerbach
Global Certification and Compliance Manager, Avanade



The world's largest professional network on the internet implements Vendor Risk Management in 6 weeks

Up to \$7.1M

Of quantifiable benefits for IRM*

Up to 314%

Return on investments for IRM*



Consolidated vendor and engagement management provides visibility and "huge value"

Business Challenge

Multiple point solutions/disjoint manual processes for vendor management, risk and PCI compliance. No single system to track security risk within the CTO's org. Struggling with data protection & GDPR.

Solution

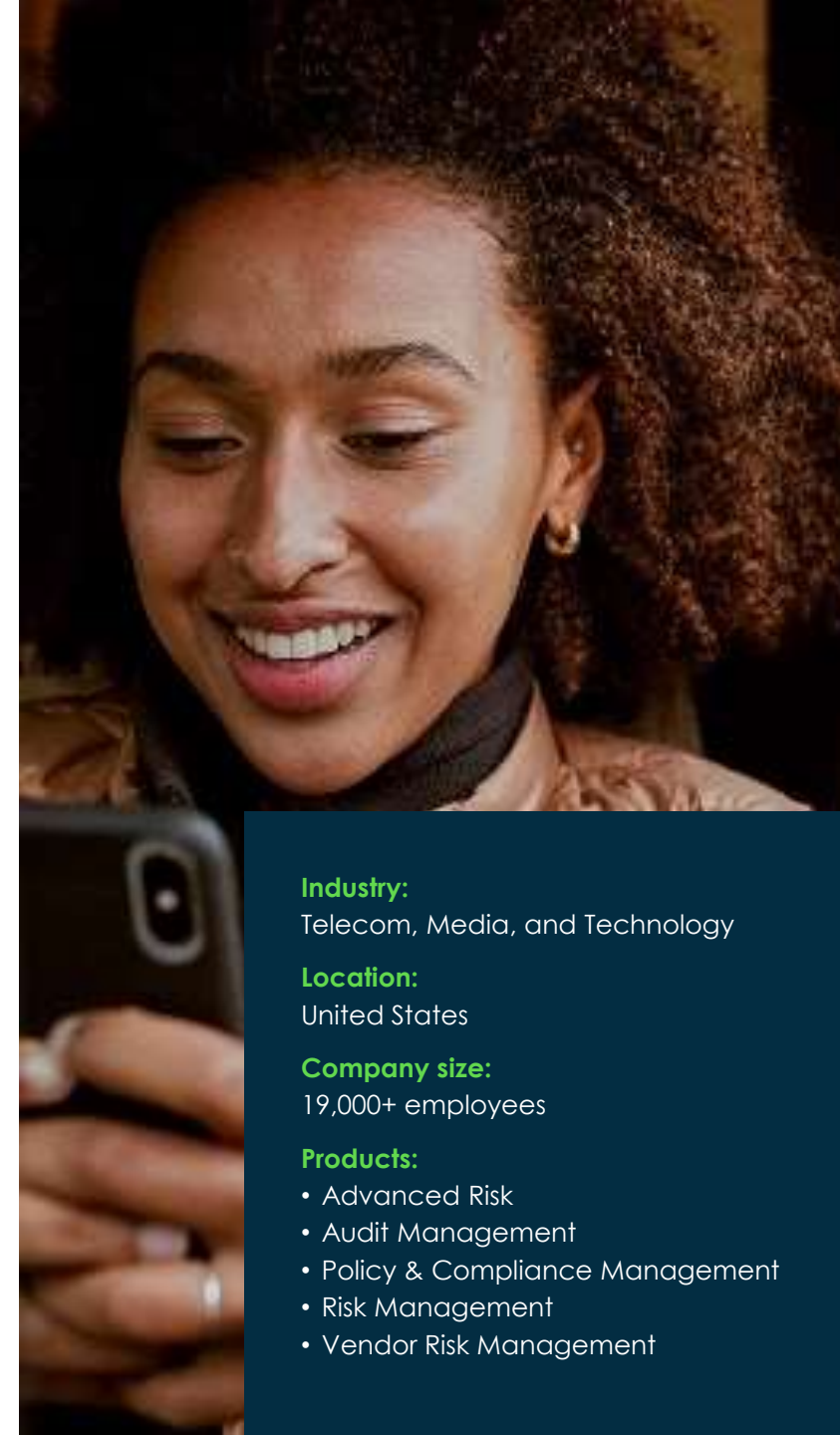
Audit Management, Policy and Compliance Management (PCI Compliance), Risk Management, Vendor Risk Management, Advanced Risk.

“

ServiceNow was able to deliver increased efficiency and better automation compared to the competition. That's why we went with ServiceNow.

Product Owner

servicenow.



Industry:

Telecom, Media, and Technology

Location:

United States

Company size:

19,000+ employees

Products:

- Advanced Risk
- Audit Management
- Policy & Compliance Management
- Risk Management
- Vendor Risk Management

Global 500 e-commerce company builds comprehensive GRC program to support 40,000 users

1600%

Return on investment over 5 years*



Saved money by tailoring different SKUs for different use case



Proven efficiency and visibility gains through better vendor risk management

Business Challenge

Required to implement IRM licensing that would fit and scale to the company's large size and be able to accommodate tens of thousands of users.

Solution

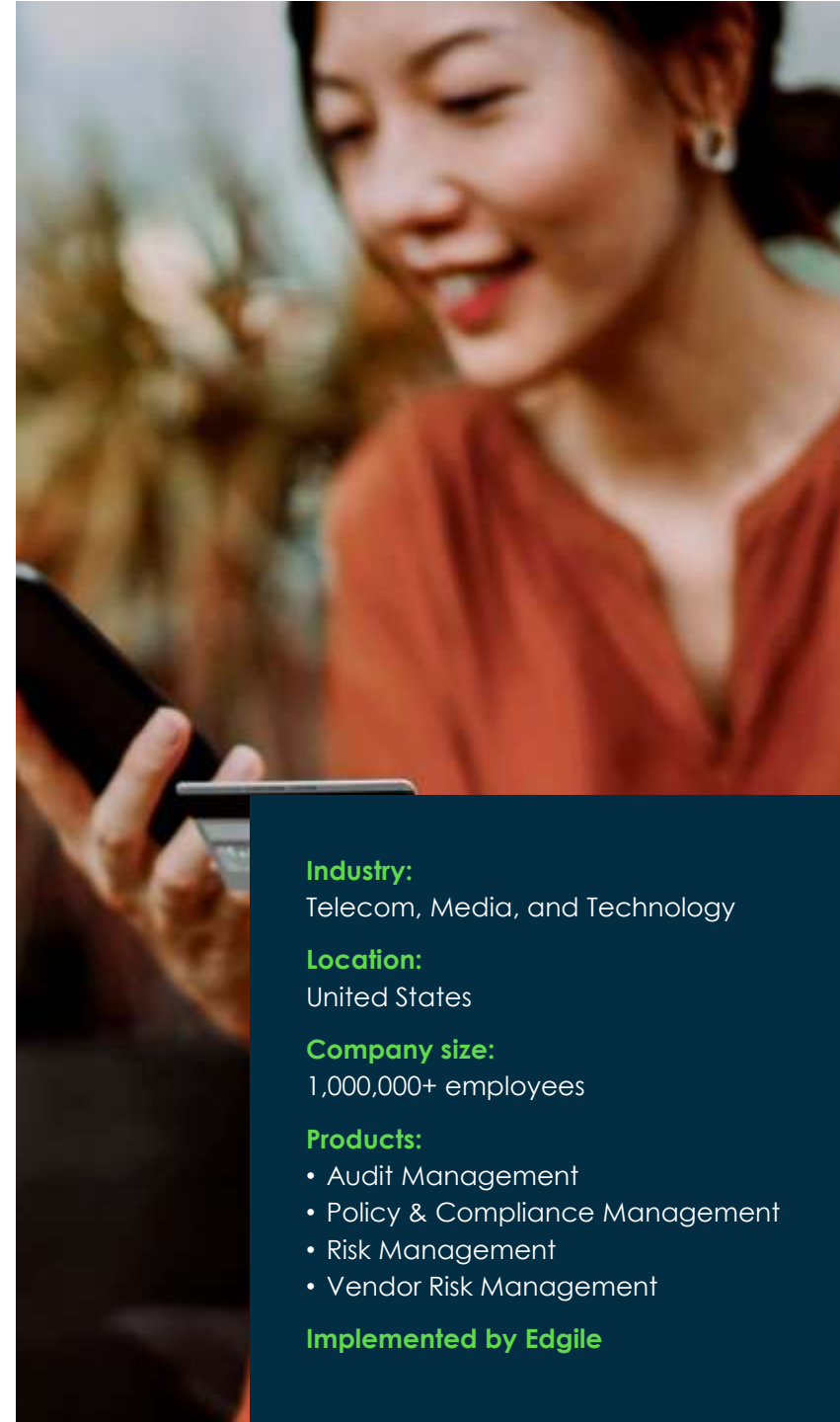
Audit Management, Policy and Compliance Management, Risk Management, Vendor Risk Management

“

ServiceNow was able to provide me and my organization with a product that was tailored for us, allowing different users different access. I didn't even know something like this was possible.

Product Owner

servicenow.



Industry:

Telecom, Media, and Technology

Location:

United States

Company size:

1,000,000+ employees

Products:

- Audit Management
- Policy & Compliance Management
- Risk Management
- Vendor Risk Management

Implemented by Edgile

Now on Now: ServiceNow transformed its own GRC processes

servicenow

\$2.6M

Saved annually via automated workflows

66%

Reduction in time to do control certification

160

Policies managed via Service Portal replacing 1000's of emails

Business Challenge

Time-consuming and siloed manual processes for managing risk and compliance could no longer scale to support our rapid business growth

Solution

ServiceNow® automates workflows with Governance, Risk, and Compliance, self-service, continuous controls monitoring, and real-time dashboards

“

Governance, risk, and compliance touches nearly every area of our business. To manage risk effectively, you need real-time visibility. That's what ServiceNow GRC gives us—24/7 automated assurance that we're operating our business to the highest standards.

Chris Bedi, CIO, ServiceNow

servicenow



Industry:
Telecom, Media, and Technology

Location:
Santa Clara, California, USA

Company size:
17,000 employees

Products:
• Governance, Risk, and Compliance